7361475/2023/CS-II-FCS01

GOVERNMENT OF ANDHRA PRADESH
ABSTRACT

CAF & CS Department - - Consumer Protection Act,2019Implementation of C.P Act-2019 and conduct of Consumer Awareness activities in the District-Nomination of Collector(CS) as Nodal Officer–Orders-issued.

CONSUMER AFFAIRS, FOOD & CIVIL SUPPLIES (CS.II) DEPARTMENT

G.O. Ms.No:11 Date:11-05-2023

Read: Consumer Protection Act-2019

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ORDER:

The Government of India enacted "Consumer Protection Act, 2019" to provide better protection of the rights and interests of the consumers by establishing Consumer Protection Councils at various levels and to ensure speedy and effective disposal of consumer grievances through Consumer Commissions at various levels and also through alternate dispute resolution mechanisms in case their rights have been infringed.

2. The main objective of the C.P Act is to deal with matters relating to violation of consumer's rights, unfair trade practices, misleading advertisements, and all circumstances which are prejudicial to the consumer's rights by including provisions for e-consumers due to the development of technology. The Act also promotes consumer education in order to educate the consumer about their rights, responsibilities and also redressing their grievances. It is essential to create awareness among the people regarding provisions/remedies available for redressal of grievances and rights

3. Hence, it is proposed to nominate the Collector(CS) as Nodal Officer for monitoring the implementation of Consumer Protection Act,2019 and also to lead all consumer awareness activities in the district.

4. Being a Nodal Officer, the Joint Collector/Collector(CS) has to perform the following functions :

- To establish District Consumer Protection Council for protecting the rights and interests of the consumers and conducting meetings at regular intervals.
- To establish District Consumer Information Centre to educate consumers about their rights and responsibilities and monitoring its activities.
- To form Consumer Clubs in Government Schools and Colleges with the help of Consumer Voluntary Organizations and District Consumer Information Centre.
- To celebrate National Consumer Day, World Consumer Rights Day and all other important days relevant to Consumers.
- To curb unfair trade practices or unscrupulous exploitation of consumers.
- Propagation about the quality, quantity, potency, standard, purity, and price of goods to safeguard the consumers against unfair trade practices.
- To call for reports from the stakeholder departments on consumer grievances.
- Submitting report on the activities conducted for consumer awareness to the Commissioner of Civil Supplies once in (3) months.
- Other important consumer related tasks assigned by the Commissioner of Civil Supplies.

5. Government after careful examination of the matter hereby nominate the Collector(CS) as Nodal Officer for monitoring the implementation of Consumer Protection Act,2019 and also to lead all consumer awareness activities in the district.

6. The Commissioner of Civil Supplies, A.P., Vijayawada shall take further necessary action in the matter.

A copy of this order is available atapegazette.cgg.gov.in

(BY ORDER AND IN THE NAME OF THE GOVERNOR OF ANDHRA PRADESH)

DR.K.S.JAWAHAR REDDY
CHIEF SECRETARY TO GOVERNMENT

To
The Commissioner of Civil Supplies, A.P., Vijayawada

All the Collectors(CS)
The Controller of Legal Metrology
The Director of BIS
Director of Institute of Preventive Medicine
All the District Civil Supplies Officers
Copy to
The Commissioner of Panchayat Raj and Rural Development
Commissioner/Director of School Education
Commissioner of Medical, Health and Family Welfare Department
Commissioner of municipal Administration Department
Commissioner of Agriculture Department
Director General of Drug Control Administration
Commissioner of Collegiate Education
Commissioner of Transport
Member Secretary of Pollution Control Board
Managing Director of APSRTC
The Commissioner, Printing and Stationery, A.P., Vijayawada with a request to publish the G.O. in AP gazette.

// FOWARDED BY ORDER //

SECTION OFFICER